



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

**VIA E-MAIL ONLY**

May 17, 2018

Mr. Richard Born, CEO  
Aetna Better Health  
2400 Veterans Memorial Blvd, Suite 200  
Kenner, LA 70062

Dear Rick:

**RE: Notice of Action - Failure to Update Fee Schedules and Recycle Claims**

It has come to my attention that Aetna Better Health (ABH) has failed to update its systems to include all of the 2018 Healthcare Common Procedure Coding System (HCPCS) updates as required by the contract between ABH and LDH. The codes were added on February 2, 2018.

This failure by ABH to implement the updates for Anesthesiology Base Units resulted in outstanding unpaid claims. On April 3, 2018, LDH began receiving provider complaints related to the unpaid claims. ABH was notified of the complaints of unpaid and incorrectly paid claims and reported that the claims were re-processed manually on April 24, 2018. On the same day, one of the providers received a remittance advice with an incorrectly paid claim, again attributed to ABH's failure to update its systems. ABH responded that it was beginning the re-processing process for the inappropriately denied claims. Over 300 claims submitted by 53 providers were impacted.

The 2018 CPT fee updates were to be completed by ABH by March 3, 2018, and all claims previously denied recycled by 3/18/2018, according to the provisions below:

17.2.7.3. The MCO shall have the ability to update national standard code sets such as CPT/HCPCS, ICD-10-CMS, and move to future versions as required by CMS or LDH. Updates to code sets are to be complete no later than 30 days after notification, unless otherwise directed by LDH. This includes annual and other fee schedule updates.

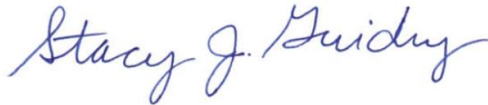
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17.2.7.4. Providers must be notified as to when the updates will be in production and of the MCO process for the recycling of denied claims that are due to the system update delays. The recycle of these denied claims shall be complete no later than 15 days after the system update.

Failure to update codes and recycle denied claims carries a monetary penalty of \$5,000 per calendar day of non-compliance. Notice is hereby given that, if ABH cannot demonstrate compliance and recycle all outstanding claims by **May 24, 2018**, penalties will be assessed in accordance with Section 20.3 and the amount shall be retained from the next monthly PMPM payment made to ABH.

Please do not hesitate to contact me if you have any questions.

Sincerely,



Stacy Guidry  
Section Chief, Health Plan Management

SG/laj

cc: Mark Grippi  
Whitney Martinez  
Jen Steele  
Kimberly Sullivan  
Christina Wilson  
AET2-13